The following are troubleshooting tips from the Indiana State Library for those participating in the Indiana Arts Commission's Web Café on December 5, 2013.

Questions regarding technical issues should be directed to Lisa Meadows at the Indiana State Library, lmeadows@library.in.gov (email preferred), 317-232-3720.

LOGIN TROUBLSHOOTING
To TEST your computer before our webinar meeting by using the following link:
Note: you don't need the latest "add-in" to participate

- Click the following link to make sure you have all the required Adobe add-ins to participate in the meeting: http://webinar.isl.in.gov/common/help/en/support/meeting_test.htm.

- If you get an error message when downloading the add-ins you can go directly to the Adobe site and download the needed add-ins: http://www.adobe.com/support/connect/updates.html.

- If you like, you can go to http://webinar.isl.in.gov/iacwebcafe/ to see if you can enter as a guest without technical issues.

AUDIO TROUBLESHOOTING
- You will need your volume turned up and speakers. Any feedback or questions that come up out in the field will be addressed in the chat box. We will do a standard sound check 20 minutes and 10 minutes before the webinar begins.

- If you experience sound issues, please consider running the "Audio Setup Wizard "under the Meeting menu located in the upper-left corner of the Adobe Connect meeting interface to make sure your computer has all the needed add-ins.

- **Sound Issues**
  o No Sound
    ▪ Once the meeting starts if you don't have any sound, check the volume on your computer, or speakers to make sure that the sound is not muted, and the volume is turned up.

    ▪ In the top Nav bar of the Adobe connect meeting room choose the drop down menu next to the green speaker icon and make sure your speakers are unmuted. If your speakers are muted you will need to choose "Unmute My Speakers"
  o Echo
    ▪ Click on the green microphone on the top nav bar, from the drop down menu choose "Mute my microphone"
    ▪ Log out of the meeting and back in again you could have two sessions running simultaneously.

  o Audio Cutting In & Out
    ▪ Audio that is choppy or cutting in and out is caused by a network connection issues. If this is a global issue there will be an announcement made and everyone will be experiencing the same issue. If this is not a system wide issue it means you are having a connectivity issue from your location. Unfortunately we will be unable to resolve the issue from our end, you will need to work with your IT staff for possible resolutions.

    ▪ From experience we have learned that multiple users signed into an Adobe Webinar can cause audio issues, depending on your bandwidth, system capacity, and system load. If you suspect you are having bandwidth issues you can limit the number of users logged into the Webinar from your location to see if that improves the audio.